

Professional Career Development

BMSW4005

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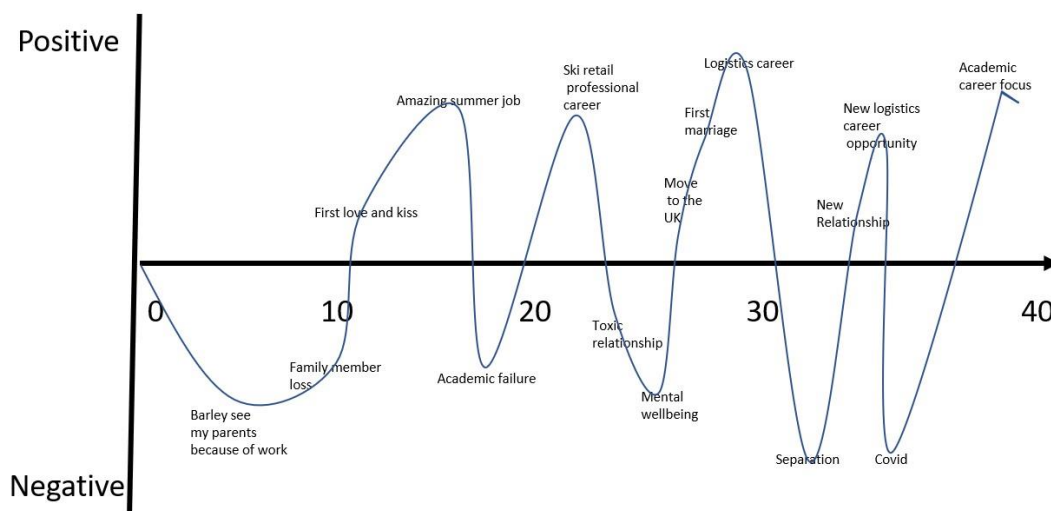
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1.Introduction

A few years ago, I decided to move to the United Kingdom. I aim for London because it was a city where I could find more multiculturalism and job opportunities options. It was not easy to decide to start a new life and focus on a new possible personal and professional career. It was an excellent opportunity to learn new professional skills but also learn a new language. However, as soon as I arrived, I realised that I need to focus on improving my communication as quickly as possible.

It was not easy but after three years, and managed to communicate appropriately and established conversations and all the levels. I was still finding some difficulties to complete sentences with the proper structure. After seeing some barriers in my professional career, I decided to retake my studies and focus on a job that will make me passionate about solving and achieving goals every day.

I decided to analyse which points were making me happy and satisfied honest too which ones were making me satisfied or unhappy during my life.

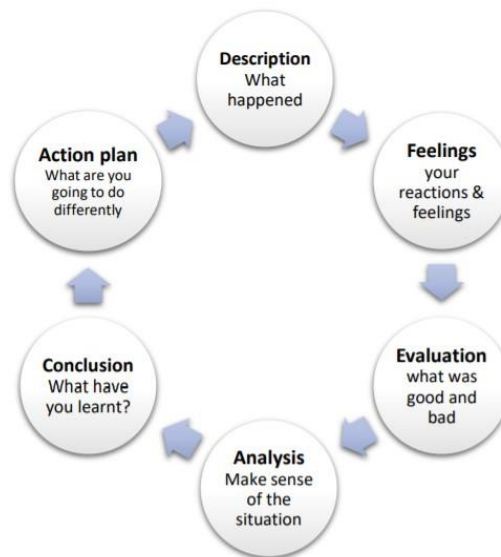


Looking at my past and focusing on my career and professional options, I discover that it makes me feel positive to find a job that I like. Logistics makes me think that I want to get in deep and have more knowledge to achieve my goals, so I decided to start studying and focusing on management and logistics. Some events had a significant impact to complete my career always try to see the opportunities on those obstacles to learn how to get over them.

2.Reflection

There have been some events in situations that helped me to focus on my academic career development. I will be focusing on Gibbs reflective cycle mentioning the six stages of knowledge and understanding the importance of my feelings and have a correct evaluation on the moment to decide on my action plan.

The six stages:



Reflective Cycle Gibbs
(University of Cumbria.2020)

Description

I am currently working for an operations team. I mainly by myself with the owner taking action and decisions on the company's future developing plans and procedures. Previously in the last three years, I've been working in different logistics positions in a food delivery company, managing the logistics on the Courier service; here is where I discovered that I was passionate about group planning and developing new projects that will have benefits for the fleet and the members of my team.

Unfortunately, this company close because of bankruptcy then is when I decide to learn the industry from the bottom. I become a courier for the HCA Private clinics we're I understand how the industry works from the bottom. I found a more extensive company also focus on food delivery, where I managed to get the fleet manager operations position. Still, when I landed in this company, I discovered my struggles and barriers to achieve their everyday tasks communicate appropriately with

the team and stakeholders or even deliver the projects on time. My team witnesses how I was not prepared for this job position.

Feelings

In the beginning, I was sure that I could be part of the team to develop any project or achieve any goal. But then I realised could not complete tasks and it was challenging to communicate in the meetings the team could see I was not participating or bringing new ideas or development plan. At some point, I thought this is just the beginning, and I could learn from them, but this team was already build-up, and I couldn't fit properly, leaving me to frustration, anxiety also feeling underskilled. This experience gives me the confidence to start reading and learning about the industry on my time off and keep pace with the team.

Evaluation

I tried to solve the situation by myself, improving my self-learning skills with accessible sources, online courses or videos. However, after having a few meetings with the team, I discovered that I was not ready for this position. Still, they offer me help inside the company because they see potential as one of my most vital points; I was a Courier from before. After the company closed because of bankruptcy, being the second one, I could see my weaknesses and an opportunity to learn more in-depth about the industry.

Analysis

What made me fail was time management, general academic skills such as writing emails or developing plans, a better understanding of what potential ideas can help build a project. At that time, I thought that the skills they have would be enough to complete every task but then realised that they only would help the team prove the fleet quality, but I was missing the link of an operational structure to complete any related project to this fleet. However, I always had an excellent approach to two other teams helping me start the plans or projects. It was always charming to work with other departments to develop new ideas, but it was not enough to complete the tasks within my department.

Conclusion

In the future, I am more confident and ready for new challenges. It was a great opportunity that the company went bankrupt as I felt my career would end up soon in that company as I could not deliver constant and efficient work. I am confident in the future, and I will have more knowledge from all these experiences, plus my academic skills in the industry

Action Plan

Continue my studies on management logistics and supply chain; it will be my priority also focus on academic skills, efficient communication, time management, problem-solving and critical thinking. I am delighted with my academic results, and I exceeded all my expectations in this past academic year. It makes me feel fulfilled how much I achieved and how much I can achieve in the future. Also, making sure that I follow the industry and all the time with a part-time job related to my career in logistics and supply chain management or as a courier.

3.Career Plans

Before deciding why I should study logistics and supply chain management, I analyse every opportunity, every threat or option before taking this vital decision. I often doubted if it was the right option for me. Still, analysing every point, I could see clearly and better understand my options and learn about the opportunities that some issues seen as a threat can bring to my decision.

What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals:	How long should it take
-Management -Logistic skills -Time management -Project development	3 years of university	-Understanding of the industry -Experienced workers in this industry	-Unemployment -illness	4 Years (3 academic 1 of professional learning)

4.What employers want

These are the skills that will impress on an interview to a recruiter; you probably have some of these skills, others will take more time to practise and of all of them:

- People skills
- Teamwork
- Commercial awareness
- Adaptability
- Analysis, judgement, and decision-making

KEY SKILLS FOR LOGISTICS AND SUPPLY CHAIN GRADUATE JOBS

(Target Jobs 2021)

Looking at these skills, I already can see; naturally, I have a few of them as people skills. I worked with people and offering service to the general public for a long time. It makes me feel that it is easy to approach an engaged conversation at all levels. Also, looking at adaptability skills living in London is not easy. You keep moving and moving from different places or jobs until you find your ideal professional career or house. All say I already moved from my original country, making it easy to adapt to any environment.

5. Self-Motivation

Self-motivation is the force that keeps pushing us to go on – it is our internal drive to achieve, produce, develop, and keep moving forward. When you think you're ready to quit something or you don't know how to start, your self-motivation is what pushes you to go on.

How Self-Motivated Are You?

(Mindtools 2021)

Every individual has their way of self-motivation; in my opinion, the best way is always to look at what makes you happy or gives you the energy to achieve things.

When I want to find self-motivation, I always look at the past and see what I achieved, and I take a minute to think about the different stages of these achievements. Resume I motivate myself looking at how I achieved the stressful things was in the beginning then how I laugh once I finish them.

6. Learning Styles

When learning something new, you probably similarly approach the task each time. Over time you develop a pattern of behaviour enabling you to learn new things. This pattern of behaviour is your learning style. The VAK learning styles model suggests that most people can be separated into three preferred learning styles: **Visual**, **Auditory** and **Kinesthetic**.

Visual

Visual learning is someone who learns through pictures, visuals, body language, illustrations or videos.

Auditory

people prefer the spoken word. They like to hear and write down information; sometimes, they can even use a voice recorder.

Kinaesthetic

this type of learning prefers to explore the surrounding. They like to learn skills through practice also activities. usually can get also distracted no used to sit still for long.

Glinka (2018)

In my particular case in class, when we conduct which learning style describes me appears that I kinesthetic learner. I couldn't agree more. I like to interact environment learn new skills practising, and sometimes I find it challenging to sit down and read-heavy stuff. I preferred to have practical and more dynamic learning. As an example, I have been asked to absorb some information on a spreadsheet. Once they told me the process on how to do it, I was reading rich text, no images or not even the option to practise, so I decided to start interacting with the programme without knowing what was doing. In the end, I found a way to practising and learning about the mistake I was making with the program.

Hopefully, my intended career will have more practical learning than auditory or visual as I preferred to be playing with the logistics environment.

7. Personal Development

To take action on my decision about my academic career, I took a deeper look at vital points and conducted a personal SWOT analysis. a SWOT analysis will help analyse the different issues like strengths, weaknesses, opportunities, and threats.

Strengths

- Academic skills improvement
- A better approach to the job market
- Desire career

Weaknesses

- Time-consuming
- Personal economy
- Urgent job instability

Opportunities

- Personal and professional satisfaction and achievements
- Personal Economy improvements
- The opportunity of career master and speciality

Threats

- Mental wellbeing
- Student job
- Personal health

SWOT Analysis.
(Mind Tools 2021)

8. Employment Goals

The logistics supply chain industry could offer a lot of additional career development. I can start by controlling a fleet of couriers from being in charge of the schedule of shipments in ports. My personal goal is to find a junior job suitable for my skills and progress and learn about the industry. In the future, I would like to focus on the seaside and ports as I am fascinated with cargo shipments. Thanks to Brexit, the industry is booming, so the export-import opportunity has considerably increased, offering many options in the logistic and supply chain industry. I will focus on learning the industry correctly without rush and capable of handling the workload, and becoming a senior of the sector more experienced and with outstanding skills.

As an example of different options that we can find in the Logistics industry, one of my favourites will be the Logistics coordinator. Your task is to control the various aspects of supply management, monitor shipments, and control vendor performance. A logistics coordinator will play a vital role in keeping the company moving forward.

9. Conclusion

After looking at how I started when I came to the United Kingdom, I discovered there are no limits to what you want to achieve. You put your limits. Still, it's true that without the academic skills, I probably will not achieve as much as I think. It is always crucial to look at the different aspects and points before taking decisions or probably starting a project they could be challenging to handle for yourself. I learned this never late to study, and no matter what, always look at the past look how much you achieve to motivate yourself for future projects.

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BMSW4005

TASK 1 Interview Role play

Alberto

1. Tell me more about yourself?

A: An organised individual with excellent customer service skills, I like to keep an eye on the details. In the last few years, I've been fascinated with the opportunity in the logistics industry that the UK offers combined with the new challenges of the import-export after Brexit.

2. What skills do you think you can bring in our company?

A: I have extensive experience in route planning and time efficiency from my previous professional career. I like the new challenges where I can demonstrate my skills. I also love to engage with my team showing them a good relationship and leadership

3. How can you motivate your team for a better productivity?

A: Will conduct individual meetings to analyse and observe their skills and capacities to find the best balance to motivate the whole team together for efficient productivity.

4. What is your greatest achievement?

A: An operational logistic plan introducing a suitable and zero-emission Method of Transport for a fleet of approximately 3000 couriers.

5. What skills do you need to be a logistic coordinator?

A: Analysing data to assess performance plan for improvements, problem-solving skills, data analysis, time-management, and planning and organisation skills.

Do you have any questions?

Cleo

A: 1. Tell us about yourself?

C: My name is Cleopatra Chirilescu as you saw in my application work form. I am working in hospitality since 2006. I was working for 4 years in Italy as a catering assistant and at the end of 2010 I moved to live in London, United Kingdom and my first job was as a waiter, bartender and working in hospitality events in Primo Bar, Park Plaza Westminster for 2 years. After that I had different experience in restaurants, pub, and coffee shop. Since 2018 I am working in Morley College as a catering supervisor, I have learned how to deal with team problems, customers complain, organising task for each member of my team, also, dealing with suppliers, stock, and management duties.

A: 2. Briefly tell me about your hospitality skills and why should we hire you?

C: I am an organised person, a team player, I enjoy working in busy environment, open for new challenges with a can-do attitude. I pay attention to detail and the most important to the costumers needs. I possess an effective communication which help me to create a good relationship with the clients, suppliers, and colleagues. Empathy is another skill which helped me to create a strong bond with the people I am in contact. Also, I am a flexible person and can easily jump from on task to another task. I posed level 3 on Health and Safety, catering supervisor and customer service, Safeguarding and Prevent Awareness.

A: 3. Can you give me an example of working under pressure?

Working in hospitality/catering environment, must of the time could be stressful, but I think is particularly important to learn how to control the negative feelings, also to enjoy working in a busy environment. At least daily I had to deal with a lot of pressure and the harder times are when in the busy days we had to organise a meeting of 200 person, sometimes is happening to come through a last-minute hospitality request with food and drinks, especially asking for free allergens products, for a meeting of 30 people, but at the same time we must serve our daily customers. This means in those moments with a tie time, to manage to fully committee all the task for those days is essential a good communication, organisation and teamwork.

4.How do you handle difficult customers?

Starting from the fact that my workplace is based in a collage, this means we have a considerably multicultural customer with different approaching of the situation. For example, the most common complains are coming from the people which have a lack of communication, because of them language barriers. Based on this aspect, is essential to be empathic with the person in front of you and to try to understand he's/her's requirements, also in this situation helped me a lot speaking more than one language to explain better our menu ingredients, allergens, meal deals, or the prices. In the last instance to make the costumer happy and to avoid complains I always offer them a discount or something for free, because is very important for our company to take into consideration our customer satisfaction above of everything else. This aspect gives me the motivation to work and build my career in the hospitality sector.

5. Why do you want to work for us?

My previous jobs and experience show me the path to follow a long-term career objective in hospitality sector. To be honest, I think Adecco company, will offer me the opportunity to put my skills to the best possible use. Also, I believe this opportunity will offer me the possibility to use my knowledge which I gained in the pass years in the best way by bring a positive work environment for my team and customers. Working hard and under pressure is motivating me to achieve more goals by acquire more knowledge and to sharpen my skills in this filled. I am confident that, once I join here, I will contribute to the organisation's overall growth and at the same time growing myself in my career as well, if you will offer me this opportunity.

Do you have any questions?

What can you tell me about plans for the growth of this company?

Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Logistics Coordinator at DEPLOY UK LTD
How did you learn about this vacancy?	Linkedin

1. Personal Details

Title	Mr		
Surname	Vidal Perpnan		
Previous Name			
Forenames	Alberto		
Address	26B Millfeilds Road		
Post Code	E5 0SB		
Telephone number		Mobile No	07547833814
E-mail address	Vidalalberto26@gmail.com		
National Insurance Number	SR271647D		

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes	☒	No	
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	☒	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Bike-Drop			
Address	112-114 Great Portland Street, London,			
Postcode	W1W 6PH			
Job Title	Supervisor			
Dates of Employment	From	28/06/2021	To	Date
Reason for leaving	Career Development		Salary	
Brief outline of main responsibilities and key duties	- Ensuring all aspects of excellent customer service is adhered to - Drive to motivate, inspire and coach the crew members and being part of a 'one team mind set' - Responsible for receiving customer queries, resolving day to day queries - Responsible for the security and basic maintenance of customers bikes at all times - All Health and Safety / Security Regulations are adhered to.			

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name	Santis Global			
Address	15 Page's Walk, London			
Postcode	SE1 4SB			
Job Title	Courier			
Dates of Employment	From	04/03/2019	To	25/06/2021
Reason for leaving	Career development		Salary	PNTS
Brief outline of main responsibilities and key achievements	- Knowledge of NATO Phonetic alphabet - Planning and executing routes efficiency - Delivering excellent customer service			

Previous Employment

Employers Name	Quiquip
Job Title	Fleet Operations Manger

Dates of Employment	From	23/10/2018	To	04/03/2019
Reason for leaving	Company closure		Salary	PNTS
Brief outline of main responsibilities and key achievements	- Fleet recruitment process - Managing fleet schedules - Monitoring fleet performance and behaviour - Applying fleet disciplinary process - Regular reports on fleet performance, costs and improvements - Fleet general admin: Invoices, background and vehicle checks, equipment, general assistance - Project development - Fleet recruitment improvements - Defining Professional logistic courier profile - Introducing green method of transport: Cargo bike fleet - Fleet branding - Warehouse dispatch and parcel sorting Building Loyalty schemes for fleet			

Previous Employment				
Employers Name	HCA Healthcare (City sprint – Ecourier)			
Job Title	Time Critical Medical Courier			
Dates of Employment	From	10/2017	To	10/2017
Reason for leaving	Career Development		Salary	PNTS
Brief outline of main responsibilities and key achievements	-Human samples, Oncology services and materials transportation. -Hospital logistics and emergency care. -Knowledge of medical terminology and basic medical procedures. -Clinical trials logistics			

Please continue on a separate sheet if required.

3. Formal Qualifications and Training & Development

Continue on a separate piece of paper if required. You will be required to provide original qualification certificates if successful.

Secondary Education Qualifications				
Name of Qualification	Date Gained	Level	Grade	Awarding Body
Colegio Virgen de Europa				

Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

CPD / Training and Development

Brief description / course title	Date Taken
Certificate in Higher Education:Skills for the Workplace	20/21

4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

Mountain Biking: Weekend routes and bike park user

Skateboarding : Amateur skateboarding since I was 13 years

Ski: Family sport practiced since I was 5 years old. Ski holidays twice every year

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee	Andrea Romano		
Job Title	Head of Operations		
Employers Name	Jinnapp		
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address	https://www.linkedin.com/in/andreasromano/		
Are you willing for this referee to be approached prior to interview?	xYes ☐ ☐		

References

Name of Referee	Andrew Granby		
Job Title	Head of control and despatch		
Employers Name	Santis Global		
Address	15 Page's Walk, London SE1 4SB		
Postcode	Se1 4SB		
Telephone Number	020 7232 2220	Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	xYes ☐ N ☐		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

My experience of logistics from the bottom and my outstanding customer service give me the skills to understand every need of logistics services and customer expectations. An organised individual with excellent customer service skills and attention to detail. Able to communicate effectively with a range of different people in high-pressure situations. Has the ability to pick up new processes quickly and efficiently.

Please specify how you meet the criteria for this role.

Team mangment and leadership
Organiztion
Customer satisfaction
Transportation and same day services

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed: AVP

Date:07/072021

Print Name:Alberto Vidal Perpnan

